

# Improving adherence with hand hygiene practice: a multi-modal quality improvement led intervention

Siddharth Mookerjee, Yeeshika Shersing, Tracey Galletly, Harinder Grewal, Karen Doherty, Hannah Parker, Sally Heywood, Teresa McHugh, Julie Oxtan, Karen Powell, Jonathan Otter  
Imperial College Healthcare NHS Trust & Imperial College London

✉ jon.otter@nhs.net 🐦 @jonotter

## 1. Introduction

Historically, hand hygiene compliance data has been collected monthly by ward staff, with reported compliance in the 95-100% range. However, investigations by IPC and intel from external inspections told a different story: hand hygiene opportunities were missed regularly. Therefore, we recognised the need to improve the accuracy of our audit data to drive improvement.

Routine self-reported hand hygiene compliance was compared to ad-hoc IPC led audits. A marked difference in compliance prompted a Trust-wide point prevalence audit, followed by a hand hygiene improvement plan.

## 3. Results

Compliance on the 10 focus wards improved from 31% (154 of 489 observations) to 68% (355 of 517 observations) over the three timepoints. Using a general linear model, appropriate for repeated measures from the same ward, we noted a significant increase in compliance between May-18 and Nov-18 ( $p < 0.001$ ) and May-18 and Feb-19 ( $p < 0.001$ ). An overall increase in compliance across the three timepoint was also noted using the Wald test ( $P (> X^2) = 2.7e-06$ ).

## 2. Methods

A flexible approach to improvement was taken, with each of the 10 lowest-performing wards, i.e. 'focus wards' receiving intensive support from the IPC and Quality Improvement team.

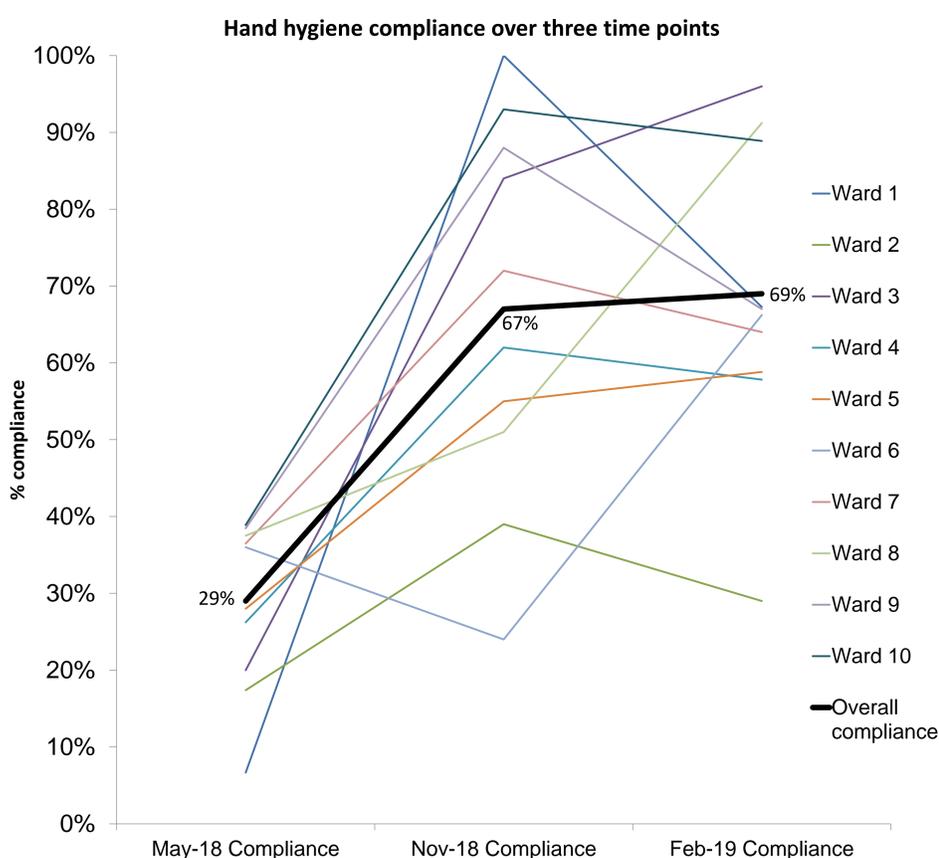
A design agency was brought in to promote hand hygiene awareness through the development of persuasive messages and 'nudge' reminders based on song lyrics.

Hand hygiene compliance was measured at three timepoints, May-18, Nov-18 and Feb-19.

## 4. Discussion

A new cohort of 12 wards began a 90 day improvement journey supported by IPC and the Quality Improvement Team in June 2019, with the ambition to roll this programme across the Trust during the next 12 months. The IPC team have secured internal investment to fund an initial roll-out of the hand hygiene promotional campaign and three 'refreshes' of the lyrics and posters (including some seasonal campaigns). This will be supported by enhanced digital marketing (e.g. using screensavers, the Intranet, and digital screens in public areas of the hospital).

Hand hygiene compliance improved from 31% to 68% on 10 focus wards. 'Nudge' reminders, intensive support, multidisciplinary and multiagency working pays dividends!



## References

1. Erasmus, V., Daha T., Brug, H., Richardus, J., et al (2010). Systematic review of studies on compliance with hand hygiene guidelines in hospital care. *Infection Control & Hospital Epidemiology* 31 (3) 293-294